

Metropolitan Transportation Commission

April 22, 2020

Agenda Item 7c

511 Contract Actions

Subject: Request approval for two contract actions:

- i. Contract – 511/Express Lanes (EL) Operational Services: Iteris, Inc. (\$6,930,000)
- ii. Contract Amendment – 511 System Integrator: Iteris, Inc. (\$5,400,000)

Background: At the January 2018 Committee meeting, staff presented 511's plans for future traveler information services, which emphasized continued relevance within a significantly reduced budget and the flexibility to adapt to rapid technological evolution. The 511 program is progressing as expected and we have cultivated collaborative relationships with the private sector.

Contract – 511/EL Operational Services: Iteris, Inc. (\$6,930,000)

511 Operations Center / Regional Operations Center

The 511 Operations Center, co-located with Caltrans District 4 Transportation Management Center (TMC) in Oakland, California, is responsible for collecting, curating, and disseminating traffic and transit information from the nine-county Bay Area region. During regional transportation emergencies, 511 Operations Center staff work very closely with MTC 511 Program staff to disseminate emergency transportation information.

The Regional Operations Center, located at the Bay Area Metro Center in San Francisco, is responsible for monitoring the Toll Collection System (TCS) and the Dynamic Pricing Algorithm (DPA), and coordinating incident response with Caltrans and CHP for MTC's Express Lanes Corridor on I-680 between Walnut Creek and Dublin, with the extension of those express lanes north of Walnut Creek and the new I-880 express lanes to be added when they open in the coming year. In addition, MTC will provide operational services, under contract, for the express lanes on U.S. 101 in San Mateo County when they open in 2021.

Procurement Process

On October 31, 2019, MTC issued a Request for Proposals (RFP) for 511 and Express Lanes Operational Services. An email advertising the RFP on MTC's website was sent to over a thousand individuals/firms. Prior to the procurement, MTC did extensive industry outreach to firms, including disadvantaged business enterprise (DBE) firms. A Proposers Conference was held on November 13, 2019. MTC received five proposals, which were evaluated by a panel of four representatives from MTC, one representative from Alameda County Transportation Commission (ACTC), and a non-scoring participant from Kimley-Horn, Inc., the 511 Technical Advisor. The evaluation criteria, listed in order of importance, included: 1) proposer's approach and clarity of response (40%); 2) cost (30%); 3) project manager qualifications and proposer experience (20%); and 4) cost effectiveness (10%). Based on the proposals, the evaluation panel arrived at a shortlist of two firms out of the five which had proposed.

Face-to-face discussions with the two shortlisted firms, Iteris, Inc. (Iteris) and Kapsch TrafficCom USA, Inc., were held on January 21, 2020 to discuss specific deficiencies and weaknesses in their proposals and provide the firms an opportunity to consider possible approaches to correcting issues in a Best and Final Offer (BAFO). Following discussions, MTC issued a Request for BAFO on January 31, 2020.

Evaluation Results

After a thorough review of the BAFOs, the panel unanimously recommended selection of Iteris. The proposed approach to staffing and management of the two operations centers by Iteris is comprehensive and provides a qualified and experienced project management team to ensure timely, appropriate responses to various operational scenarios. Iteris has extensive experience in managing similar operations in several states across the country and has a strong local presence. Further, Iteris offers robust employee benefits to its operations center staff, which is expected to improve staff recruitment and retention. The Iteris cost proposal is within the \$6,930,000 project budget provided in the RFP.

The option to extend up to an additional four years is at MTC's discretion and subject to the approval of future MTC budgets.

Iteris is neither a small business enterprise (SBE) nor a DBE and has no subcontractors for this contract.

Contract Amendment – 511 System Integrator: Iteris, Inc. (\$5,400,000)

In September 2015, following a competitive procurement, Iteris was selected to integrate 511 systems and implement, operate, and maintain traveler information data management and dissemination services for a four-year term, with an option to extend up to an additional five years at MTC's discretion. This contract has been modified through several amendments, bringing the current contract amount to a total of \$12,137,449.

The proposed amendment to add \$5,400,000 would allow for continued operations, maintenance, and development of 511 services for FY 2020-21 and FY 2021-22. These activities fall within the scope of work outlined in the procurement, which established an original four-year contract budget of \$8,906,908, and anticipated adding funds for each contract extension period. The funds for this amendment are subject to approval of the MTC FY 2020-21 and FY 2021-22 budgets. Attachment A includes a summary of Iteris and its project team's SBE and DBE status.

Issues: None identified.

Recommendation: Staff recommends that the Commission authorize the Executive Director or designee to negotiate and enter into:

- i. a contract with Iteris, Inc. in an amount not to exceed \$6,930,000 to provide operational services for the 511 and Express Lanes Programs; and
- ii. a contract amendment with Iteris, Inc. in an amount not to exceed \$5,400,000 for a two-year extension to continue operations, maintenance, and development of the 511 System Integrator, Data Management and Dissemination, and Interactive Voice Response (IVR) Phone System.

Attachments: Attachment A: Small Business and Disadvantaged Business Enterprise Status, 511 System Integrator Contract; and
Request for Commission Approval Summary of Proposed Funding Agreement Amendment Sheets


Therese W. McMillan

511 System Integrator Contract
Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Iteris	System Integrator / Data Management			X			X
Subcontractor	TransSight	Operate and Maintain Transit / Gateway Systems	X	42484				X
Subcontractor	VoltDelta	Telephony and IVR Hosting			X			X
Subcontractor	HERE	Traffic Data			X			X

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

REQUEST FOR COMMISSION APPROVAL

Summary of Proposed Contract

Work Item No.:	1224 and 6861
Consultant:	Iteris, Inc. Santa Ana, CA
Work Project Title:	511 and Express Lanes Operational Services
Purpose of Project:	To staff and operate MTC's 511 Operations Center and Regional Operations Center
Brief Scope of Work:	The Operational Services Contractor will staff and operate MTC's 511 Operations Center and Regional Operations Center during normal and emergency operations, while ensuring operations staff compliance with standard operating procedures.
Project Cost Not to Exceed:	\$6,930,000
Funding Source:	STP, Toll Credits, BAIFA
Fiscal Impact:	<p>\$74,920 is available in the FY19/20 MTC budget, and \$63,945 is available in the FY19/20 BAIFA budget;</p> <p>\$1,083,323 is subject to inclusion in the FY20/21 MTC budget, and \$977,000 is subject to inclusion in the FY 20/21 BAIFA budget;</p> <p>\$1,112,130 is subject to inclusion in the FY21/22 MTC budget, and \$1,147,277 is subject to inclusion in the FY 21/22 BAIFA budget;</p> <p>\$1,144,344 is subject to inclusion in the FY22/23 MTC budget, and \$1,327,061 is subject to inclusion in the FY 22/23 BAIFA budget.</p>
Motion:	That the Executive Director or designee is authorized to negotiate and enter into a contract with Iteris, Inc. for operational services described above and in the MTC Summary Sheet dated April 22, 2020 and that the Chief Financial Officer is authorized to set aside \$6,930,000 for such contract.
MTC:	<hr/> Scott Haggerty, Chair
Approved:	April 22, 2020

REQUEST FOR COMMISSION APPROVAL

Summary of Proposed Consultant Contract Amendment

Work Item No.:	1224
Consultant:	Iteris, Inc. Santa Ana, CA
Work Project Title:	511 San Francisco Bay Area System Integrator, Data Management and Dissemination, and Interactive Voice Response (IVR) Phone System
Purpose of Project:	To provide data and systems management and operate and maintain dissemination tools and data feeds for the multimodal 511 Traveler Information Service
Brief Scope of Work:	Extension of period of performance to continue operation and maintenance of traveler information data management and dissemination services for 511 SF Bay from July 1, 2020 through June 30, 2022.
Project Cost Not to Exceed:	\$5,400,000 (this amendment) Total contract before this amendment: \$12,137,449 Total authorized contract after this amendment: \$17,537,449
Funding Source:	RM2, STP, Toll Credits
Fiscal Impact:	\$5,400,000 is subject to approval of the MTC FY 2020-21 and FY 2021-22 budgets.
Motion:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Iteris, Inc. to provide the consulting services described above and in the MTC Summary Sheet dated April 10, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$5,400,000 for such amendment, subject to necessary budgetary approvals.
MTC:	<hr/> Scott Haggerty, Chair
Approved:	Date: April 22, 2020